

Solid Waste- Revised 3/5/98

Application Process

Public Information / Utility Connection Procedure Sheet

An Information / Utility Connection Procedure sheet and application form will be given to all applicants requesting solid waste services from the City. Said forms outline the procedure and process for obtaining City services for all utilities as well as other useful information regarding use of said City services, including timing, construction, inspection, activation, rates, billing policies, due dates, disconnect information, service, maintenance and termination. In accordance with City ordinances all residents within City limits are required to use City Solid Waste Services.

Categories

The following are the designated customer categories. Policies may be different for each given category:

Residential - Home or Facility used for the purpose of a primary or secondary residence. May include a Home Occupation as outlined in the Zoning Ordinance.

Senior Citizen - Home occupied by a senior citizen (citizen over the age of 80) used for the purpose of a primary or secondary residence. Does not include a Home Occupation as outlined in the Zoning Ordinance.

Commercial - All others / Commercial solid waste services are not being provided by the City.

Application Form

Applicants interested in obtaining solid waste services from the City must fill out a Utility application form.

Credit Requirements

All applicants for city utilities shall provide credit history information to the City. The applicants credit must qualify for the normal deposit or the deposit may be increased as determined by the City Administrator, not to exceed two times average or estimated monthly billing.

Review & Approval

The form must be approved by the City Administrator, City Planner, City Engineer, and General Service director prior to the service being started.

Fees

Connection Fees

No connection fees are required for solid waste service.

Security Deposits

No additional deposits are required for just solid waste service. The following deposits are required to receive any Utility service from the City.

<u>Residential/Home Owner</u>	\$0.00 - no deposit required unless delinquent in their payment for 3 times within a year period. After a home owner has been delinquent for 3 times in any given year they will be required to pay a deposit of 2 times their average monthly usage.
<u>Residential/Other</u>	\$150.00 - Only \$150.00 deposit required unless delinquent in their payment for 3 times within a year period. After a house renter has been delinquent for 3 times in any given year they will be required to pay a deposit of 2 times their average monthly usage.
<u>Residential/Basic</u>	\$150.00 - Only \$150.00 deposit required unless delinquent in their payment for 3 times within a year period. After a house renter has been delinquent for 3 times in any given year they will be required to pay a deposit of 2 times their average monthly usage.
<u>Multi Family/Apartment</u>	\$150.00 - Only \$150.00 deposit required unless delinquent in their payment for 3 times within a year period. After a house renter has been delinquent for 3 times in any given year they will be required to pay a deposit of 2 times their average monthly usage.
<u>Small Commercial</u>	\$An amount equal to two months usage as estimated or as known by historical use.
<u>Large Commercial</u>	\$An amount equal to two months usage as estimated or as known by historical use.

A customer may request that a security deposit be returned after a period of three years if the customer has not been delinquent on their utility bill during said three year period.

<u>Impact Fees</u>	No solid waste service impact fees are currently being charged by the City
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Inspection & Activation

Prior to activation of the solid waste service the following procedures will be followed.

- Receipt of all moneys due the City verified by the City Administrator.
- Receipt of signed application, and security deposit verified by City Administrator.
- Activation of solid waste service including delivery of city provided trash receptacle.

Rates & Billing

Utility bills will be mailed to each customer on or near the 1st day of each month.

The payment policy of the City Utility shall be as follows:

- Bills are due and payable in full on the 10th day of each month or next regularly scheduled work day.
- Bills paid after the 25th will be charged a \$15.00 late fee.
- Interest at the rate of 1.75% per month or 21% per annum will be added to tall accounts not paid by the 25th of the month.
- All returned checks will be assessed a \$15.00 service charge and the customer will be subject to a 24 hour disconnect.

Billing Questions - All billing questions will be directed to the City Administrative Office. Errors in billing will be adjusted at city expense

Rates

Solid Waste rates will be set by the City Council.

The current monthly service rates for solid waste inside city limits are as follows:

Residential Solid waste - \$11.50 per month

Senior Citizen Service \$9.00 per month or the rate the City is billed by supplier.

Commercial Solid waste -

Commercial solid waste services are not currently provided by the City.

Service & Maintenance

The City will provide the trash receptacle. The customer will be responsible for the cost of damages caused by the customers negligence to the trash receptacle assigned to the customer. The City will be responsible for all other maintenance and replacement of trash receptacles due to smell or regular maintenance.

Service Termination

Termination for Non-Payment

A twenty-four hour disconnect notice will be delivered in writing to the property owner of record, or placed on the property prior to service termination. In the event the service bill is not paid to the City within the twenty-four hour period after delivery of said notice, or if arrangements have not been made with the City, all or any part of city provided utility services will be discontinued without further notice including electricity, and/or water services. A service termination for non-payment is at the discretion of the City Administrator. Any security deposit held by the City will then be applied to all outstanding balances, and the City will take all actions available to it under ordinance, law or agreement to collect all outstanding balances. The utility customer will be responsible for all attorney and collection fees associated with collections on their account.

Termination by Customer

At the request of the customer, a service may be terminated after the following procedures have been followed:

- All outstanding balances have been paid to the City.
- A termination request has been signed and presented to the City.
- In the event a customer is renting, the landlord must be notified and sign a termination request prior to a service being terminated or disconnected.

Non-Emergency Temporary Disconnect

At the request of the customer a service may be temporarily disconnected after the following procedures have been followed:

- All outstanding balances have been paid to the City.
- A termination fee of \$10.00 has been paid to the City.
- The place of service has been vacated.
- A termination request has been signed and presented to the City.

The payment of said fees will abate the monthly minimum charges assessed by the City until service is requested by the property owner.

Residential property held strictly for rent or lease will continue to be charged minimum fees when occupied, and when the owner has failed to notify City of their desire to discontinue service. It is the owners responsibility to inform the City in advance of any changes in occupancy.

Any deviation from the above Policy must be approved in writing by the City Council or designee.